Dummy Guide to CAPPMIS Login Problem

Click here to short-cut to FAQs

If you forgot your Login to CAPPMIS, please click on "Forgot User Name/Password" button from the CAPPMIS Home Page at https://rda.altess.army.mil/cappmis/index.cfm . The system will provide you the forgotten User Name and send you a temporary password to reset your password.

STEP 1. To Retrieve User Name

Input your SSN and DOB. Make sure the SSN is inputted without dashes and DOB is keyed in MM/DD/YYYY format, including the slashes. Then click "Submit".

- If the information is inputted correctly then the system will come back with your Username. Please resume to Step 2 below.
- If incorrectly inputted, the user will get the following error message:

"The social security number entered was not found in the ARMY Acquisition database. Please carefully type again or use this link for further instruction."

Step 2. To Reset Password

Click on the "Reset Password" button.

Step 3. Correctly Answer Your Security Question

You will be required to answer your security question from your initial Password setup. At this point you have 2 tries to answer your question correctly. The system will tell you on the screen how many tries you have attempted.

- If the question is answered correctly, you will be prompted to provide the email address listed currently on your ACRB. Providing an email address validates you as being the correct person to send the Temporary password. The system will provide you a confirmation of the correct email address. Continue to Step 4.
- If the email address you supplied does not match the email on record in CAPPMIS then you will need to send an email to your local Acquisition Career Manager (ACM) http://asc.army.mil/contact/acms.cfm to get it corrected in the system and resume back to this step.
- If you do not know your ACM then please contact the "System Administrator" by submitting a "Help Request" form. Access the "Help

Request" form by clicking on "Help" button and then completing the form. Someone from the CAPPMIS helpdesk will contact you via email or phone to assist you with your problem.

Step 4: Temporary Password Retrieval
You will receive an email from sender, "cappmis.support@altess.army.mil" within 30 mins of completing a Temporary Password. The temporary password is good for 14 days.

Step 5: Receiving the Temporary Password
- Log back into CAPPMIS at https://rda.altess.army.mil/cappmis/index.cfm , using your existing User Name and Temporary Password. Recommend you copy and paste the temporary password from the email into the "Password" field. This prevents any typing mistakes, since the password field is masked.
- Once you successfully login using the temporary password then you will be prompted immediately to enter a new permanent password. At this point, please remember your User Name and the new Password you just created or you will have to go through the whole Password reset.

Frequently Asked Questions
1. What happens when the User gets an error, saying their User Name does not match with the SSN?
- This occurs due to the individual having a space or special character in their old User Names. Please have the user send an email directly to "System Administrator" by completing the Help Request form on the "Login Help" page stating the error message on screen. You will receive a reply back from ALTESS.

2. Must I answer my initial security question?
- Yes, due to security reasons. If a person has your SSN and DOB, then we want to prevent that individual from retrieving your Password. The unauthorized person would not be able to get your Password unless they know the answer to your initial security question and had your correct email address.

3. Why can't the system just send me the forgotten password?
- We do not want an unauthorized person to receive your Password.